

# THE CITY OF MIAMI BEACH



## 2005 Civic Organization Satisfaction Survey

**DRAFT – February 4**

**INTRODUCTION:** Hello, my name is \_\_\_\_\_ calling on behalf of the Mayor and Commissioners of the City of Miami Beach. This is **NOT** a sales call. We are conducting a survey of civic organizations in Miami Beach and yours was selected to participate. May I please speak to Mr./Mrs./Ms. \_\_\_\_\_?

1. "Yes, speaking." [CONTINUE WITH 'INTRODUCTION' BELOW.]
2. "Yes, hold on." [WHEN RESPONDENT PICKS UP, REPEAT INTRODUCTION ABOVE, MINUS "MAY I PLEASE SPEAK TO MR./MRS./MS. \_\_\_\_\_?" AND CONTINUE WITH INTRODUCTION BELOW.]
3. Person asked for is unavailable. [GET CALL BACK TIME.]

**INTRODUCTION (CONT'D):** The City of Miami Beach is interested in learning what is important to civic organizations such as yours, about your opinions of City services and how well the City is meeting your needs. Your views are very important and will help improve the quality of life throughout the City. The survey will take about 10-15 minutes of your time. May we begin?

### About City Services and Quality of Life

1. Overall, how would you rate the quality of life within the City of Miami Beach? Would you say excellent, good, fair, or poor?
  1. Excellent
  2. Good
  3. Fair
  4. Poor
  5. [DO NOT READ] Don't know
2. **OPEN-ENDED QUESTION.** What one area is the most important to you regarding quality of life in the City of Miami Beach? [RECORD RESPONSE.] \_\_\_\_\_

How would you rate each of the following within the City of Miami Beach? Would you say excellent, good, fair or poor?

**Don't Know [DO NOT READ]**

	Poor				
	Fair				
	Good				
	Excellent				
3. Cleanliness of streets	1	2	3	4	5
4. Cleanliness of canals/waterways	1	2	3	4	5
5. Storm drainage (to avoid flooding)	1	2	3	4	5
6. Condition of sidewalks (that is, few or no cracks)	1	2	3	4	5
7. The appearance and maintenance of the City's public buildings	1	2	3	4	5
8. Overall quality of the beaches (cleanliness, water quality, etc.)	1	2	3	4	5
9. The appearance of playgrounds	1	2	3	4	5
10. The maintenance of parks	1	2	3	4	5
11. Landscape maintenance in rights of way and public areas	1	2	3	4	5
12. Recreation programs and facilities	1	2	3	4	5
13. Garbage/Trash collection	1	2	3	4	5
14. Building code enforcement (new construction and renovation)	1	2	3	4	5
15. The City's ability to address homelessness	1	2	3	4	5

16. How would you rate the recently completed capital improvement projects (for example, the Beachwalk, Parks and Youth Centers, Miami Beach Golf Club, Bass Museum, Washington Avenue, streetscapes, etc.) in the City of Miami Beach? [READ LIST]
1. Excellent
  2. Good
  3. Fair
  4. Poor
  5. [DO NOT READ] Don't know
17. How would you rate the availability of affordable housing within the City of Miami Beach? [READ LIST]
1. Acceptable/About the right amount
  2. Too much
  3. Too little
  4. [DO NOT READ] Don't know
18. How would you rate the pace of new construction (that is, new buildings being built) across the City of Miami Beach? [READ LIST]
1. About the right amount
  2. Much too much
  3. Too much
  4. Too little
  5. Much too little
  6. [DO NOT READ] Don't know
19. And, how much do you feel the City of Miami Beach is doing with respect to historic preservation? [READ LIST]
1. About the right amount
  2. Much too much
  3. Too much
  4. Too little
  5. Much too little
  6. [DO NOT READ] Don't know

### **Getting Around the City**

20. How do you feel about the availability of parking across the City of Miami Beach? [READ LIST]
1. About the right amount
  2. Much too much
  3. Too much
  4. Too little
  5. Much too little
  6. [DO NOT READ] Don't know
21. How do you feel about traffic flow in Miami Beach? Would you say excellent, good, fair or poor?
1. Excellent
  2. Good
  3. Fair
  4. Poor
  5. [DO NOT READ] Don't drive/Don't know
22. How do you feel about the condition of roads (that is, street repair, maintenance, smoothness) in Miami Beach? Would you say excellent, good, fair or poor?
1. Excellent
  2. Good
  3. Fair
  4. Poor
  5. [DO NOT READ] Don't drive/Don't know

## Safety

Our next topic is safety in Miami Beach. How would you rate the overall quality of the each of the following public safety services provided by the City? Using the same scale for each, would you say excellent, good, fair or poor?

	<i>Don't Know/Do Not Use</i>				
	<i>Poor</i>				
	<i>Fair</i>				
	<i>Good</i>				
	<i>Excellent</i>				
23. Police	1	2	3	4	5
24. Emergency Medical Response	1	2	3	4	5
25. Fire	1	2	3	4	5
26. Ocean Rescue/Lifeguard/Beach Patrol	1	2	3	4	5
27. Emergency/Hurricane preparedness	1	2	3	4	5

28. What do you feel is the most important area that the City of Miami Beach can address to improve public safety throughout the City? Please listen to the following list. [READ LIST FROM CHOICE 1 TO 9 AND RECORD RESPONSE]. Ok, and what is the second most important area to address? [RE-READ LIST IF NECESSARY MINUS FIRST CHOICE GIVEN, THEN RECORD RESPONSE] – NOTE: CHOICES TO BE RANDOMIZED

1. Preventing crime
2. Enforcing traffic laws
3. Increasing visibility of police in neighborhoods
4. Increasing visibility of police in business/commercial areas
5. Enhancing lifeguard and beach patrol services
6. Reducing homelessness
7. Improving fire-fighting services
8. Improving rescue services
9. Other \_\_\_\_\_
10. [DO NOT READ] Don't know/not interested

## Culture, Entertainment & Tourism

29. How do you feel about the availability of cultural activities (such as art shows, film festivals, theaters, and musicals) in Miami Beach? [READ LIST]

1. Too many
2. About the right amount
3. Too few
4. [DO NOT READ] Don't know

30. How frequently do you feel major events (such as the boat/home/auto shows, 4<sup>th</sup> of July celebrations, expositions, food and wine festivals, etc.) should occur in the City of Miami Beach? [READ LIST]

1. They occur the right number of times
2. They should occur more often
3. They should occur less often
4. [DO NOT READ] Don't know

31. How good a job do you feel City government is doing with respect to handling events that attract large crowds to Miami Beach that is, the City considers the needs of residents, addresses noise/disturbance issues, etc.? [READ LIST]

1. The City is doing a very good job
2. A good job
3. An average job
4. A poor job
5. The City is doing a very poor job
6. [DO NOT READ] Don't know

32. Do you agree or disagree with the following statement: The tourism industry in Miami Beach contributes to the quality of life for residents within the City. Would you say you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree?

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly Disagree
6. [DO NOT READ] Don't know/Not sure

### Economy/Taxes

33. How would you rate the overall value of City services for the tax dollars paid in Miami Beach? Would you say excellent, good, fair or poor?

1. Excellent
2. Good
3. Fair
4. Poor
5. [DO NOT READ] Don't know/not applicable

34. To what extent do you agree or disagree with the following: The City of Miami Beach is doing a good job of helping low-income or individuals and families in need across the City (that is, providing resources such as financial assistance, job placement, etc.)?

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
6. [DO NOT READ] Don't know

35. What is your level of satisfaction with local schools within the City of Miami Beach? Would you say very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, or very dissatisfied?

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. [DO NOT READ] Don't know/not applicable

36. Would you support the City of Miami Beach reallocating City tax dollars to increase public school funding in order to improve the quality of the public schools in Miami Beach? [READ LIST]

1. Definitely
2. Probably
3. Hard to say
4. Probably not
5. Definitely not
6. [DO NOT READ] Don't know

### Communications/Customer Service

37. Now, a few questions about communications both to and from the City of Miami Beach. How do you **most often** get your information about the City that is relevant to your civic organization (for example, government, services, activities, meetings, etc.)? Listen to the following list and choose the most common method. [READ LIST]

1. Cable Channel 20
2. Miami Beach website
3. Daily newspapers
4. Community/weekly publications
5. The City's Answer/Call Center
6. E-mails from City government, departments or agencies

7. Direct mail from City government, departments or agencies
8. Communications with City Commissioner(s)
9. [DO NOT READ] Other
10. [DO NOT READ] Don't know/Not interested

38. How do you feel about the amount of information your civic organization gets from the City? [READ LIST]

1. Too much
2. About the right amount
3. Too little
4. [DO NOT READ] Don't know/Not interested

39. During the last 6 months, have you personally contacted, either by phone, in-person or electronically, the City of Miami Beach government with a question, service request or complaint? [READ LIST]

1. Yes, one contact
2. Yes, several contacts
3. No contact **[SKIP TO Q46]**
4. [DO NOT READ] Don't remember

40. What was the reason for your contact? [READ LIST]

1. Pay a bill
2. File a complaint
3. Call/visit an elected official
4. Research an issue
5. Obtain or submit a grant application
6. Obtain a license
7. Attend a program/event
8. [DO NOT READ] Other \_\_\_\_\_

Thinking about your most recent contact with City government, would you say you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each of the following statements? [READ LIST]

	<b>Strongly Disagree</b>				
	<b>Disagree</b>				
	<b>Neither Agree nor Disagree</b>				
	<b>Agree</b>				
	<b>Strongly agree</b>				
41. It was easy to get to someone who could help me	1	2	3	4	5
42. The employees that assisted me were courteous and professional	1	2	3	4	5
43. The employees that assisted me had the proper training and knowledge	1	2	3	4	5
44. The process is user-friendly and easy to understand	1	2	3	4	5
45. The requests made by my civic organization are processed in a timely manner	1	2	3	4	5
46. Overall, I was satisfied with the experience I had contacting the City	1	2	3	4	5

47. To what extent do you agree or disagree that City of Miami Beach government is open and interested in hearing the concerns or issues of your civic organization? [READ LIST]

1. Strongly Agree
2. Agree
3. Neither Agree Nor Disagree
4. Disagree
5. Strongly Disagree
6. [DO NOT READ] Don't know

48. How would you rate the City's website on disseminating information about the services, events and programs offered by civic organizations? Would you say excellent, good, fair or poor?

1. Excellent
2. Good
3. Fair
4. Poor
5. [DO NOT READ] Don't know

### The City's Relationship with Civic Organizations

To what extent do you agree or disagree with each of the following statements? Using the same scale for each, would you say strongly agree, agree, neither agree nor disagree, disagree or strongly disagree?

	Don't Know					
	Strongly Disagree					
	Disagree					
	Neither Agree Nor Disagree					
	Agree					
	Strongly Agree					
49. The City's efforts to partner with your civic organization are satisfactory	1	2	3	4	5	6
50. The process for applying for grants from the City is user-friendly and easy to understand	1	2	3	4	5	6
51. City employees who administer grants to civic organizations are knowledgeable about the process	1	2	3	4	5	6
52. The way in which funding is allocated across civic organizations is fair	1	2	3	4	5	6
53. The City is making a real effort to listen and respond to the diverse members of the Miami Beach community (for example, racial/ethnic groups, religious groups, etc.)	1	2	3	4	5	6
54. Miami Beach residents and businesses are supportive of civic organizations	1	2	3	4	5	6
55. Miami Beach residents and businesses are sufficiently aware of the role of civic organizations in the community (goals, mission, etc.)	1	2	3	4	5	6

56. Which of the following do you feel is the most important factor to address for civic organizations in the City of Miami Beach? [READ LIST]

1. Increasing resident awareness, involvement and contributions
2. Increasing contributions from private organizations
3. Increasing involvement and participation by City officials (for example, partnering to obtain grants, etc.)
4. Holding more fund-raisers (events/gatherings, etc.)
5. Increasing cooperation and sharing between civic organizations
6. Providing training and assistance in accessing non-City grants
7. Other
8. [DO NOT READ] Don't know

### In Summary

57. Overall, how would you rate the City of Miami Beach as a place to live, work and play? Would you say excellent, good, fair or poor? [READ LIST]

1. Excellent
2. Good
3. Fair
4. Poor
5. [DO NOT READ] Don't know

58. Would you say that as a place to live, work and play, the City of Miami Beach is better now than it was about a few years ago, would you say it is worse, or would you say it is about the same? [READ LIST]

1. Better now
2. About the same
3. Worse now
4. [DO NOT READ] Don't know/I haven't been here long enough

59. And, would you say that civic organizations in the City of Miami Beach are better off now than they were about a few years ago, would you say they are worse off, or would you say it is about the same? [READ LIST]
1. Better now
  2. About the same
  3. Worse now
  4. [DO NOT READ] Don't know/I haven't been here long enough
60. In general, how good a job do you feel City government is doing in meeting the needs of your civic organization and the constituents you represent? Would you say excellent, good, fair, or poor?
1. Excellent
  2. Good
  3. Fair
  4. Poor
  5. [DO NOT READ] Don't know
61. **OPEN-ENDED QUESTION.** Thinking about your neighborhood or the City overall, what two to three changes would make Miami Beach a better place to live, work, and play?

### Demographics

Finally, I just have a few remaining questions to help us classify respondents, so that we ensure a representative sample of people are interviewed across civic organizations.

62. Gender [DO NOT ASK]

1. Male
2. Female

63. Are you a resident of the City of Miami Beach? [READ LIST]

1. Yes
2. No
3. [DO NOT READ] Prefer not to say

64. How long has your civic organization been in the City of Miami Beach? [READ LIST]

1. Less than 6 months
2. 6 months but less than 2 years
3. 2 to less than 5 years
4. 5 to less than 10 years
5. 10 to less than 20 years
6. More than 20 years
7. [DO NOT READ] Prefer not to say

65. Which of the following best describes the services provided by your civic organization? [DO NOT READ LIST]

1. Homeowner/condominium association
2. Emergency shelter services
3. Food services
4. Health services (e.g., addiction, violence, etc.)
5. Disabled services
6. Religious services
7. Elderly services
8. Children's services
9. Cultural services
10. Recreational/athletic services
11. Business networking and assistance
12. [DO NOT READ] Prefer not to say/not applicable

66. How many members (including yourself) are in this civic organization? [READ LIST]

1. Less than 20
2. 21 – 100
3. More than 100
4. [DO NOT READ] Prefer not to say/not applicable

67. In how many civic organizations in Miami Beach are you involved? [READ LIST]

1. One
2. Two
3. Three or more
4. [DO NOT READ] Prefer not to say

68. In an average month, how many days does your civic organization devote to activities related to the City of Miami Beach? [READ LIST]

1. A few days a month
2. At least 1 – 2 days a week
3. At least 3 – 5 days a week
4. Every day
5. [DO NOT READ] Prefer not to say

**This concludes the survey. Your opinions are greatly valued and appreciated. Thank you for your time. Have a great day/evening!**